

Transforming
Collaborating
Communicating



Medicare Advantage & Prescription Drug Plan

FALL CONFERENCE & WEBCAST

September 7, 2017 • 9:30 am – 4:30 pm EDT
CMS Grand Auditorium

AGENDA

7:00 am - 9:30 am	CHECK-IN/BADGING
9:30 am - 9:45 am	Welcome/Remarks Kaye Rabel and Stacey Plizga, PRI Moderators
9:45 am - 10:00 am	Keynote Address Demetrios Kouzoukas, Principal Deputy Administrator and Director, Center for Medicare
10:00 am - 10:45 am	Parts C & D Past Performance Analysis Michael Neuman, CM Kerry Casey, CM
10:45 am - 11:30 am	Encounter Data Shruti Rajan, CM Monica Reed-Asante, CM
11:30 am - 12:30 pm	LUNCH BREAK
12:30 pm - 1:15 pm	Leadership Chat and Roundtable
1:15 pm - 2:15 pm	The Medicare Beneficiary Ombudsman and Medicare Plans: Working Together Randy Brauer, OHI Catherine Rippey, OHI Michael Baker, United Healthcare
2:15 pm - 2:30 pm	AFTERNOON BREAK
2:30 pm - 3:15 pm	Appeals, Grievances, and Complaints: Identification and Processing Coretta Edmondson, CM Paul Collura, CMHPO
3:15 pm - 4:25 pm	Open Q & A Session
4:25 pm - 4:30 pm	CLOSING REMARKS